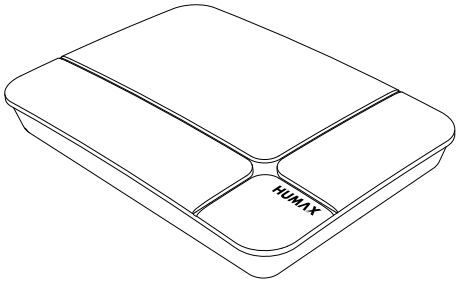
Residential Gateway

# Quick Installation Guide

**HG100RE-01/HG100RE-02**




## Benefits and Features

Your HG100RE residential gateway offers the following outstanding benefits and features.

- Compliant with DOCSIS and Euro-DOCSIS 1.x/2.0/3.0 along with Euro-Packet Cable 1.0/1.5 standard to deliver high-end performance and reliability
- Selectable / Concurrent dual band wireless connectivity for both 2.4GHz and 5GHz designed in compliance with 802.11a/b/g/n standards
- Two-line embedded digital voice adapter for VoIP telephony service
- Four Gigabit Ethernet ports to provide wired connectivity
- Extended class features such as caller ID, call waiting, 3-way call, voice message and fax service etc.
- Automatic software updates by your service provider
- User-configurable parental control menu to block access to undesirable Internet sites

# Safety and Regulatory Information

This HUMAX residential gateway user guide contains important safety, recycling, warranty and license information. If you would like more details about how your residential gateway works, refer to the user manual. You can download the user manual at ***http://www.humaxdigital.com/gateway/***.

## Safety instructions

Please read these instructions before using your residential gateway. We do not want you to get hurt or your residential gateway to get damaged.

- Do not use your residential gateway near water. Keep your residential gateway dry. If you need to clean it, do not use a wet towel. Wipe the residential gateway with a clean and dry cloth. Never use cleaning fluid or similar chemicals. Do not spray cleaners directly on the residential gateway or use forced air to remove dust.
- Do not place your residential gateway near any heat sources, such as hot appliances like heaters and radiators, other electronics like computers and stereos, or inside your fireplace. Your residential gateway is cool, and you should help it to that way.
- Do not cover the residential gateway, or block the airflow to the residential gateway with any other objects. Keep the residential gateway away from excessive heat and humidity and keep the residential gateway free from vibration and dust.
- The residential gateway is for indoor use only. Please do not try to use it outside.
- Do not try to open, modify or repair your residential gateway. This could cause electric shock or injury to you. Any customer modification not expressly approved by HUMAX voids your authority to operate the equipment and will void your residential gateway warranty. If you think something is wrong with your residential gateway, please contact HUMAX RG support.
- Only plug in cables and accessories specified and as directed by HUMAX gateway.
- Protect your residential gateway's power cord by allowing it to loosely rest between the residential gateway and the power outlet. Do not stretch it or compress it between objects.
- If your residential gateway gets wet, its power cord appears damaged, or it is generally not behaving properly, please contact HUMAX RG support.
- The residential gateway does have an ON/OFF switch. If you want to turn it off, use it.
- Handle your residential gateway with care. Do not drop or shake your residential gateway.
- It is expected that your residential gateway will get warm, but it needs ventilation to continue to function properly. Do not block the vents. It is important that the residential gateway is placed on an unobstructed, solid surface. Do not place the residential gateway on a soft surface, such as a carpeted floor, which may block the airflow.
- This residential gateway was qualified under test conditions that included the use of the supplied cables between systems components. To ensure regulatory and safety compliance, use only the provided power and interface cables and install them properly.
- Postpone installation until there is no risk of thunderstorm or lightning activity in the area.
- Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning. For added protection, unplug the residential gateway from the wall outlet and disconnect the cables to avoid damage to this residential gateway due to lightning and power surges.

- Upon completion of any service or repairs to this residential gateway, ask the service technician to perform safety checks to determine that the residential gateway is in safe operating condition.

## Choking hazards

The residential gateway packaging may include plastic bags and tie-wraps. Please dispose of these properly and keep them out of reach of children, as they could present a choking hazard. Keep the residential gateway, its cords, and its accessories out of the reach of small children.

## HUMAX clean and green

We care about your residential gateway, your service, your home, your cable hood, and the container for all these things—planet Earth. Our sustainability commitments are available at ***HUMAX/green***.
If your residential gateway needs to be replaced or returned to HUMAX, please do not dispose of your residential gateway in the trash. Please ***contact HUMAX gateway*** for details about how to return it for proper disposal.

## Licenses

This item incorporates copy protection technology that is protected by U.S. patents and other intellectual property rights of Rovi Corporation. Reverse engineering and disassembly are prohibited.

## EU regulatory conformance

Hereby, HUMAX Co., Ltd, declares that this HG100RE is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

The product carries the CE mark and the Notified Body code 0678 applied onto it.

The conformity assessment procedure referred to in Article 10 and detailed in Annex IV of Directive 1999/5/EC has been followed with the involvement of the following Notified Body:

**EMCCERT DR. RASEK GMBH** Boelwiese 5 91320 EBERMANSTADT,

Germany identification mark **0678**: CE 0678!

The Declaration of conformity made under Directive 1999/5/EC and is available for viewing at the following location in the EU community:

http://www.humaxdigital.com/global/support/rg.html

## Wireless equipment use information

1. In France

   Authorization for outdoor usage is limited to Channels 1~7 (2.400 ~ 2.454 GHz).
2. In Italy

   For outdoor usage a general authorization is required from the national spectrum authorities.
3. In Latvia

   For outdoor usage an authorization is required from the Electronic Communications Office.
4. 5GHz Radio Local Area Networks (RLANs) Band only indoor use.
5. This equipment may be operated in all European Union member countries and Turkey.

## Notice for Customers

This telecommunication equipment conforms to NTC technical requirement.

## Residential gateway limited warranty

HUMAX RG warrants the residential gateway against defects in materials and workmanship under normal use ("Limited Warranty").

This Limited Warranty is only valid and enforceable in cities where HUMAX RG makes its services available. This Limited Warranty will not apply if you acquire your residential gateway from a party other than HUMAX gateway. This Limited Warranty only applies to hardware components. HUMAX RG does not provide any warranty for damage caused by normal wear and tear, accidents, misuse (including failure to follow product documentation), neglect, disassembly, alterations and external causes such as but not limited to extreme thermal or environmental conditions. This Limited Warranty does not guarantee that use of the residential gateway will be uninterrupted or error free.

Exclusive remedy for residential gateway: If a defect arises with the residential gateway at any time while you are still a Subscriber to HUMAX RG services, we will in our sole discretion and to the extent permitted by law either repair the defective device using new or refurbished parts or replace the defective device with a new or refurbished device with functionality at least equivalent to the defective residential gateway. If HUMAX RG repairs or replaces any residential gateway, the repaired or replaced device will continue to be warranted for the remaining time of the original warranty period. All returned parts for which you have received a replacement will become the property of HUMAX gateway. To make a warranty claim, please contact HUMAX RG support.

In order to qualify for the remedies above, you must provide your name, contact information, subscriber information and the serial number of the residential gateway about which you have questions to receive support.

The limited warranty written above is the only express warranty HUMAX RG provides for the residential gateway, and the above remedies are your only remedies. To the maximum extent permitted by applicable law, HUMAX RG expressly disclaims all other warranties and conditions of any kind, whether statutory or implied, regarding the residential gateway, except that any implied warranties of merchantability, fitness for a particular purpose, and non-infringement are limited in duration to two years.

Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

You expressly understand and agree that, to the maximum extent permitted by applicable law, HUMAX RG and its subsidiaries and affiliates (collectively, "HUMAX parties") shall not be liable to you under any theory of liability (whether contract, tort (including negligence) or otherwise) for any indirect, incidental, special, consequential or exemplary damages that may be incurred by you in connection with the residential gateway or these terms, including any loss of data, whether or not a HUMAX party or its representatives have been advised of or should have been aware of the possibility of any such losses arising. You expressly understand and agree that, to the maximum extent permitted by applicable law, the HUMAX parties' total liability in connection with the residential gateway or the limited warranty above will not exceed the replacement value of the residential gateway.

Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

No employee or representative of HUMAX RG or its affiliates or any third party is authorized to make any modification, extension or addition to this Limited Warranty. If any term of this Limited Warranty is held to be illegal or unenforceable, the remaining terms of this Limited Warranty will remain in full force and effect.

This warranty gives you specific legal rights, and you may have other rights which vary from State to State.

## Accessing the WEB UI

The default IP address of the CMRG is 192.168.1.1 or 192.168.100.1  To access the configuration web pages, you must do the following:

1. Obtain an IP address from the built-in DHCP server for the PC you are using to connect the CMRG
2. Start your web browser application (Internet Explorer, Chrome, Mozilla, etc.)
3. Enter http://192.168.1.1 or http://192.168.100.1  for the URL

At this point, the PC should present an authentication window similar to this one:

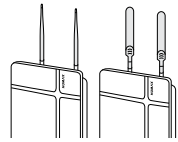
Enter "admin" in the Username, and enter "password" in the Password field.
Note that the password is case-sensitive. "admin"/"password" is factory default value.

## Accessories

Quick Installation Guide

AC power adaptor

Ethernet Cable
(selectively provided)



(HG100RE-01) (HG100RE-02)

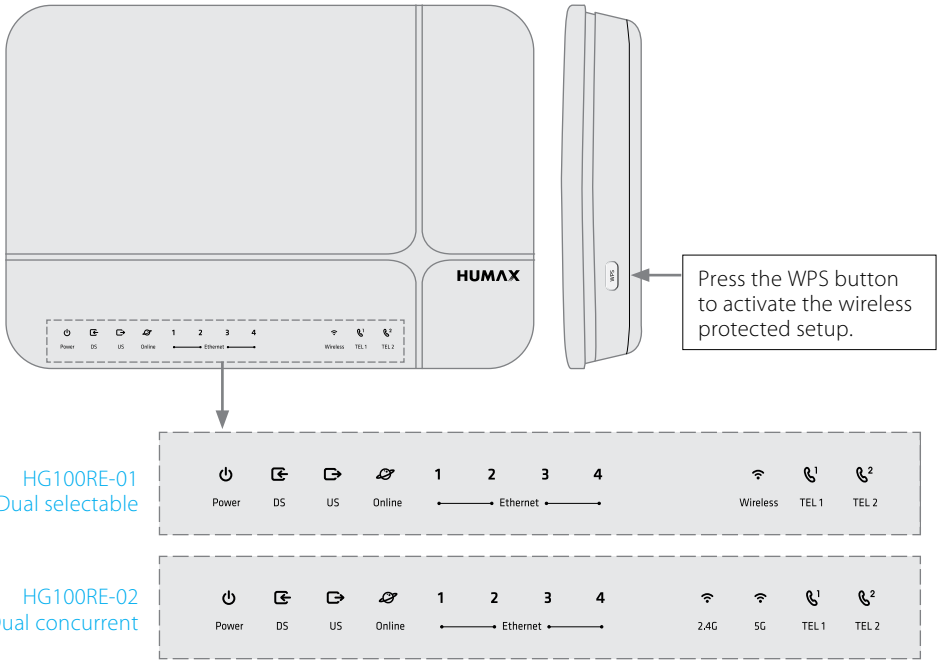
External Antenna
(selectively provided)

*Note*

- Accessories may vary according to area.
- If the accessories are incorrect, missing or damaged, contact your local distributer. Keep the carton, including the original packing materials, in case you need to return the product for repair.

## Front Panel

***Note:*** The image may differ from the actual product.

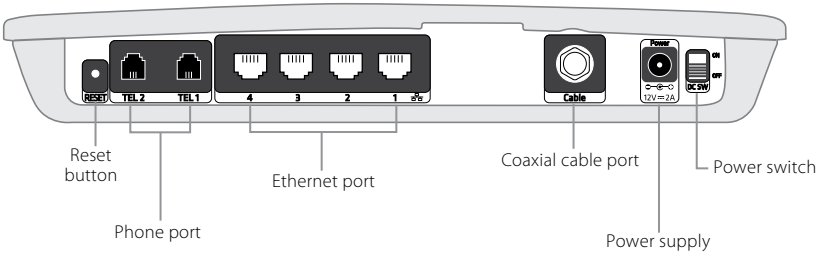


After the residential gateway is successfully registered on the network, the LEDs illuminate continuously to indicate that the residential gateway is active and fully operational.

| LED | Operation | |
|---|---|---|
| Power | Green On | The power is on. |
| | Red On | The power is low. |
| | Off | The power is off. |
| DS | Green On | The downstream signal channel is locked. |
| | Green Blinking | The downstream scanning is in progress.<br>The software update (over-the-air) is in progress.<br>***Note:*** US blinks green at the same time. |
| | Yellow On | The downstream bonding channel is locked. |
| | Off | The cable downstream is disconnected. |
| US | Green On | The upstream signal channel is ranged. |
| | Green Blinking | The upstream ranging is in progress.<br>The software update (over-the-air) is in progress. |
| | Yellow On | The upstream bonding channel is ranged. |
| | Off | The cable upstream is disconnected. |
| Online | Green On | The network access is enabled. |
| | Red Blinking | There is no RF signal. |
| | Off | The network access is disabled. |
| Ethernet | Green On | LAN links up at 10/100Mbps. |
| | Yellow On | LAN links up at 1000Mbps. |
| | Blinking | Data traffic occurs. |
| | Off | LAN is disconnected. |
| Wireless (HG100RE-01) | Green On | WLAN is enabled. |
| | Green Blinking | Data traffic occurs. |
| | Off | WLAN is disconnected. |
| 2.4GHz (HG100RE-02) | Green On | WLAN is enabled on 2.4GHz band. |
| | Green Blinking | Data traffic occurs. |
| | Off | WLAN is disconnected. |
| 5GHz (HG100RE-02) | Green On | WLAN is enabled on 5GHz band. |
| | Green Blinking | Data traffic occurs. |
| | Off | WLAN is disconnected. |
| TEL 1 | Green On | Telephone 1 is enabled. |
| | Green Blinking | Telephone 1 is initialized or in use. |
| | Off | Telephone 1 is disconnected. |
| TEL 2 | Green On | Telephone 2 is disabled. |
| | Green Blinking | Telephone 2 is initialized or in use. |
| | Off | Telephone 2 is disconnected. |

# Rear Panel

*Note:* The image may differ from the actual product.




| Item | Description |
|---|---|
| RESET | Keep pressing the reset button for 7 seconds to return to the factory settings. |
| TEL 1, TEL 2 | Connect telephones to use VoIP service. |
| Ethernet port | Connect Ethernet ports to connect local PCs.<br>Up to four PCs are available. |
| Cable | Connect a coaxial cable to use cable TV service. |
| Power | Connect the AC power adaptor from the power connector to the wall outlet. |
| DC SW | Turn the residential gateway on or off. |

*Note:*

- The reset button is for maintenance purposes only. Do not use unless instructed to do so by your service provider. Doing so may cause you to lose any cable modem settings you have selected.

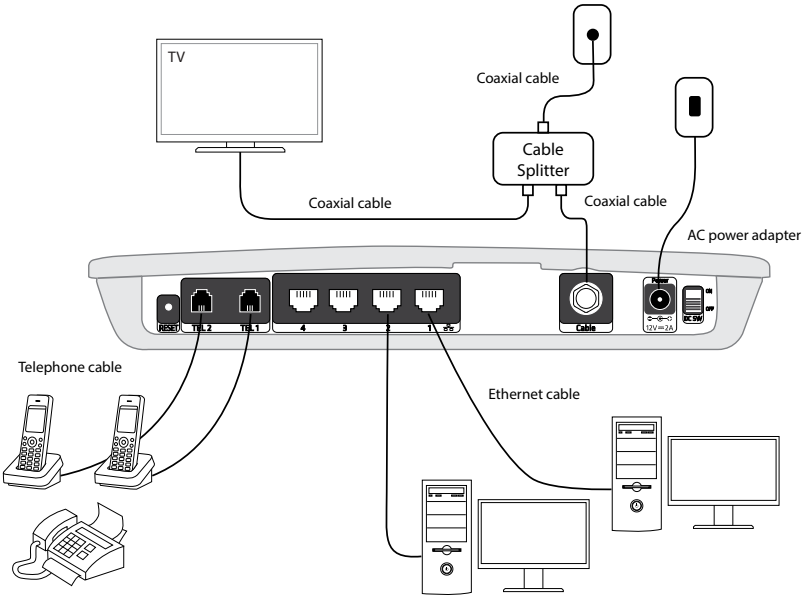
# Connections

Your residential gateway supports both Internet and telephone services at the same time. This section describes how to connect your residential gateway to match your networking devices and to gain optimum performance.

*Warning:*

- Connect all devices before you plug any power cords into the wall outlet. Always turn off the residential gateway and network devices before you connect or disconnect any cables.
- Hazardous electrical voltages can exist on the telephone ports on the residential gateway and can be present on any connected wiring including Ethernet wiring, telephone wiring and coaxial cable.

*Note:* If you encounter any problems setting up your residential gateway, please contact your local retailer or HUMAX customer service.



## Connecting the TV

1. Use a coaxial cable to connect your TV to a cable splitter (Separate purchase required).
2. Use another coaxial cable to connect the residential gateway to the cable splitter.
3. Use the other coaxial cable to connect the cable splitter to the cable outlet.

## Connecting the PCs

Use Ethernet cables to connect your PCs to the residential gateway. You can connect up to four PCs directly to the residential gateway. If you use an Ethernet switch or HUB, more than 200 PCs are available.

***Note:*** You may need to check with your service provider in order to connect multiple PCs.

## Connecting the Phone

Connect the telephone cable directly from the telephone to the residential gateway.
You can connect up to two telephones.

***Note:***

- It is recommended to check with your service provider to use telephone service.
- You can connect telephone, fax machine, answering machine, caller ID box, etc.

## Connecting the Network

After connecting your networking devices, you need to connect the residential gateway to the network using either a coaxial cable or an Ethernet cable.

### Using a coaxial cable

Connect a coaxial cable from the wall outlet to the residential gateway.

***Note:*** If you have already connected the coaxial cables as described in ***Connecting the TV***, the network connection is completed.

### Using an Ethernet cable

Connect an Ethernet cable from the router to the residential gateway.

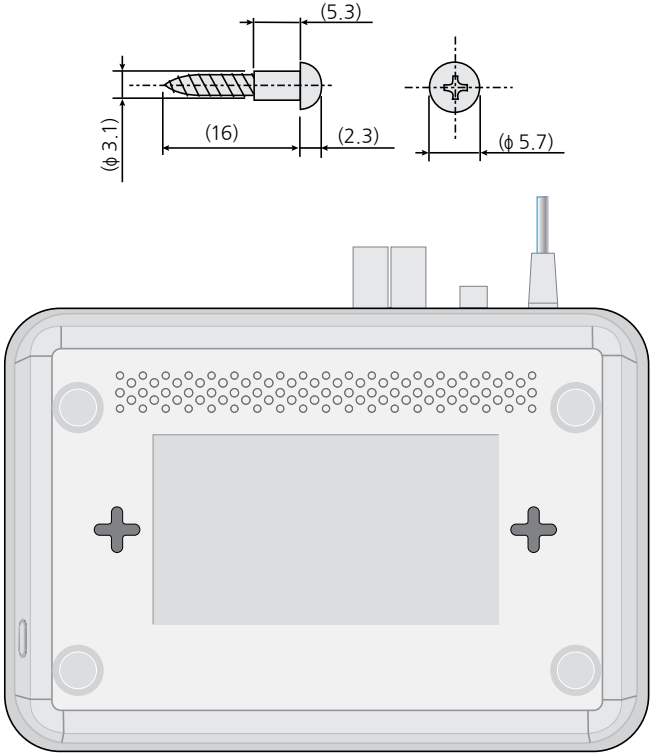
## Powering On

1. Connect the AC power adaptor from the power connector to the wall outlet.
2. Make sure that the ON/OFF switch at the rear of the residential gateway is switched to ON.
3. If the power successfully turns on, a green LED at the front panel turns on.

***Note:*** Use only the AC power adaptor provided in this product. Using other adaptors may damage the product.

# Wall Mounting

You can mount the residential gateway on a wall using two screws. Mount the residential gateway vertically.




1. Make sure that the wall is flat, dry and sturdy, and the mounting location is free of obstructions on all sides.
2. Place page 12 of this guide on the wall and penetrate the wall through the screw holes.
3. Drive the screws into the wall, leaving their heads 3 mm clear of the wall surface.
4. Locate the residential gateway over the screw heads and gently push onto the wall and pull down to lock in place.

Screw hole
146 mm